



Conversation Check List

Technique	Observations
Positive and friendly introduction	
Asked about the member's concerns	
Asked open-ended questions	
Active listening	
Clear, concise and factual bargaining information provided	
Related bargaining to the member's experiences	
Introduced and explained the bargaining info	
Told member about upcoming opportunities for involvement	
Offered follow-up contact	
Positive energy and engagement	
Other:	